



How to Hire a Volunteer Manager Who Builds Retention and Creates Impact

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What Do You Most Want to Know?

Check all that apply



- Which competencies make for a strong volunteer manager
- What kind of work experience is relevant
- Which department should house the volunteer program
- How to find quality training for a volunteer manager
- How best to support and supervise a volunteer manager
- Other

What We're Going to Cover



- Volunteer Purpose/Volunteer Manager Purpose
- Pre-Hiring Considerations
- Post-Hiring Considerations
- Where to House Volunteer Program
- Time for Your Questions

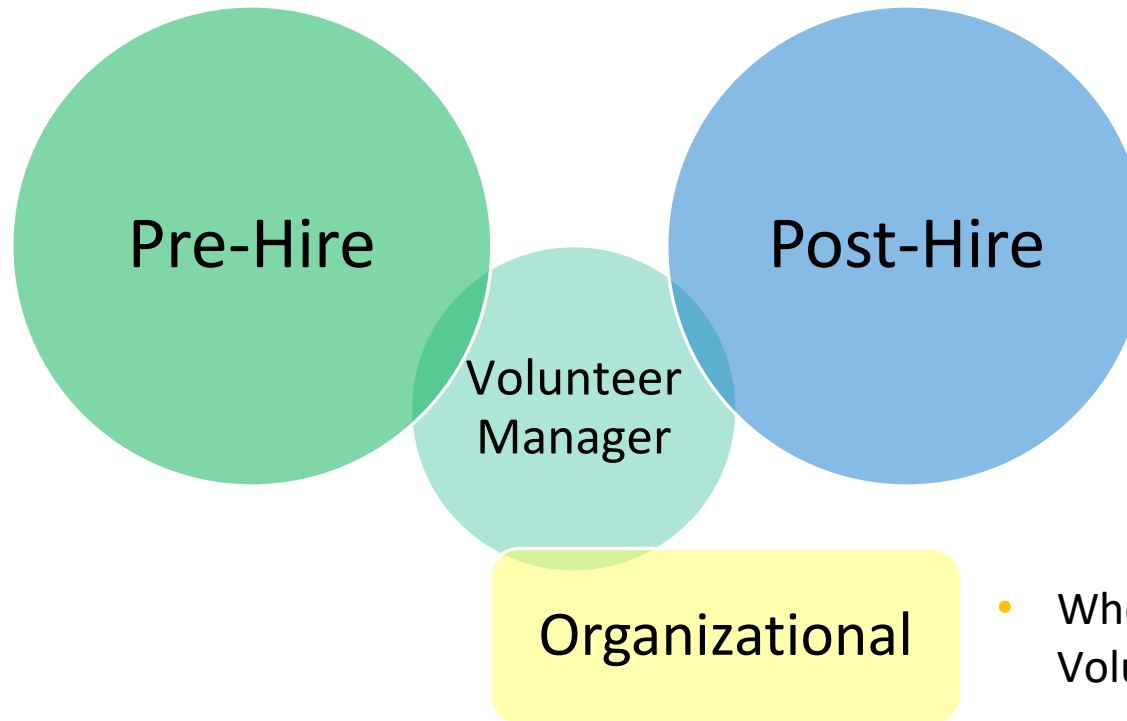
Let's Discuss



What's the purpose of having a volunteer program?

Categories of Considerations

- Competencies Needed
- Skill Level
- Relevant Work Experience



- Support from Supervisor
- Training/Professional Development Needs

- Where to House the Volunteer Program

Volunteer Manager in an Organization



Competencies for Volunteer Managers

Maine Commission for Community Service

Managing People

- Recruiting
- Screening and Interviewing
- Onboarding
- Placing
- Supervising

Managing Projects and Programs

- Technology Management
- Policies & Procedures
- Record-Keeping
- Budget Management
- Project Management
- Risk Management

Leading Organizations

- Collaboration
- Empowering Others
- Influencing/Inspiring Others
- Commitment to organization's vision & mission

Managing Self

- Ethical Conduct
- Resilience
- Ability to communicate
- Strong interpersonal skills
- Investment in professional development

CVA Credential



An international credential for practitioners in the field of volunteer engagement who meet specified standards as measured through a rigorous exam.

Skill Levels



Coordinator

Recruits and places a relatively small group of volunteers. Does not supervise.

Manager

Recruits and trains volunteers throughout the organization. May supervise direct reports.

Director

Part of the leadership team, involved in strategic decisions for the organization that involve volunteers. Often supervises a team.

Useful prior work experience



- As a Volunteer Manager – especially a CVA
- Human Resources
- Community Organizing
- Fundraising
- Social Work
- As a volunteer in your program

Support from Supervisor

- 1 Set/Affirm Expectations for Staff Collaboration
- 2 Allow for Budgetary Needs
 - Sufficient technology
 - Background checks
 - Volunteer appreciation
- 3 Invest in Volunteer Management Professional Development

Options for Professional Development

- [VSys Webinars](#)
- [Association of Leaders in Volunteer Engagement \(AL!VE\)](#)
- [Minnesota Alliance for Volunteer Advancement \(MAVA\)](#)
- [VolunteerMatch](#)
- [Volunteer Fairfax Free Trainings](#)
- [Engage Journal](#)
- [EnergizeInc.com](#)
- [VolunteerPro](#)
- [Twenty Hats Blog, VolunteerPlainTalk Blog, Priceless Advice with Dana Litwin](#)
- [Maine Commission on Volunteerism: Competencies For Volunteer Managers](#)

Bonus! The Voices have gathered hundreds of resource links on a wide range of topics [here](#).
(This is an informal 'catch all' document we're always updating)

Where Should the Volunteer Program Live?

House the volunteer program where it's easiest for the volunteer manager to build relationships across departments.

- Human Resources
- Operations
- Direct Report to the Executive Director
- Development
- Specific Program Areas

Questions?



Thanks for Joining Me!

Twenty Hats Consulting & Training for High-Impact Volunteer Programs


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A letter to nonprofits that want to hire a volunteer manager

by Elisa Kosarin | Nov 28, 2017

The volunteer engagement community has a thing or two to say about hiring a top notch volunteer manager



Dear Nonprofit Decision-Maker,

If you are looking to hire someone to manage your volunteer program, please read this post.

Last July, I put out a crowdsourcing call to the volunteer management community. I asked them to please help me identify **the skills and abilities that are most important when hiring a volunteer manager.**

The thought was to create a webinar with all of the takeaways and offer it to leaders like you, to help you hire someone who will excel in the position.

The webinar is on hold, but the thoughtful responses from leaders of volunteers deserve to be shared.

And while I encourage you to [check out the original post](#) and review all of the comments, there are three observations that stand out to me as essential for success in this role. If you revise your hiring expectations based on what you read, you will not be disappointed.

Popular Posts

How to Turn Away Volunteers and Still Have an OK Day

This volunteer thank you video will put a smile on your face

Guest Post: Maintaining a connection with pandemic-inactive volunteers

Are your volunteer roles a barrier to equity and inclusion?

Why leaving volunteer management may be the best thing for the profession

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